

customer Pipeline



January • February 2021

This photovoltaic system, constructed in 2011, at our Walnut Creek Water Treatment Plant offsets approximately 30 percent of onsite energy use.



E-MISSION POSSIBLE

FACT: California is a climate action leader.

ANOTHER FACT: EBMUD just adopted some of the most aggressive greenhouse gas emissions targets in the nation.

Last year, EBMUD's Board of Directors approved a plan to be carbon neutral for water operations by 2030 — 10 years ahead of the previous target. Our mission begins with this statement: *To manage the natural resources with which the District is entrusted. We keep that promise with bold actions to reduce emissions, recover resources and rethink how we operate.*



Cleaner vehicles are crucial to meeting our emissions goals.

GREEN BUILDING

With green design in mind, we are building infrastructure that's great for our water supply and good for the planet. Just this year, we completed the new Carisbrook Reservoir and Skyline Pumping Plant in Oakland and incorporated an on-site 30-kilowatt photovoltaic system to power the facilities.

In Orinda, we're developing our 12th and largest photovoltaic project to date, capable of generating 5-megawatts of electricity. That's enough to offset approximately 11 percent of our energy purchases.

CLEANER TRAVELS

You've probably seen EBMUD vehicles on the move in your community. Cleaner cars are crucial to meeting our emissions goals. EBMUD is evaluating the most efficient cars and trucks on the market and harnessing alternative fuels to modernize our fleet.

All of our passenger vehicles are now hybrid or all-electric, and we've converted to using renewable diesel in most of our medium and heavy-duty vehicles. Our tailpipe emissions dropped over 35 percent between 2014 and 2019. We're the first water/wastewater utility to join CALSTART, a nonprofit organization

working to advance clean transportation and the first water/wastewater utility to sign the Drive to Zero pledge to accelerate growth of global zero- and near-zero-emission commercial vehicles.

These efforts add to our long-standing achievements. The Main Wastewater Treatment Plant produces renewable energy through the capture of biogas and conversion to energy. In the Sierra Nevada, we generate clean hydropower where we operate two reservoirs on the Mokelumne River.

As our planet faces a climate crisis, EBMUD is focused on sustainability and resilience. This means setting aggressive goals, exploring innovative technologies and investing in green and cost-effective infrastructure — because we can't afford to wait.

READ THE CLIMATE ACTION PLAN



This report summarizes climate change impacts and actions we are taking to continue serving you. Available at ebmud.com/sustainability.

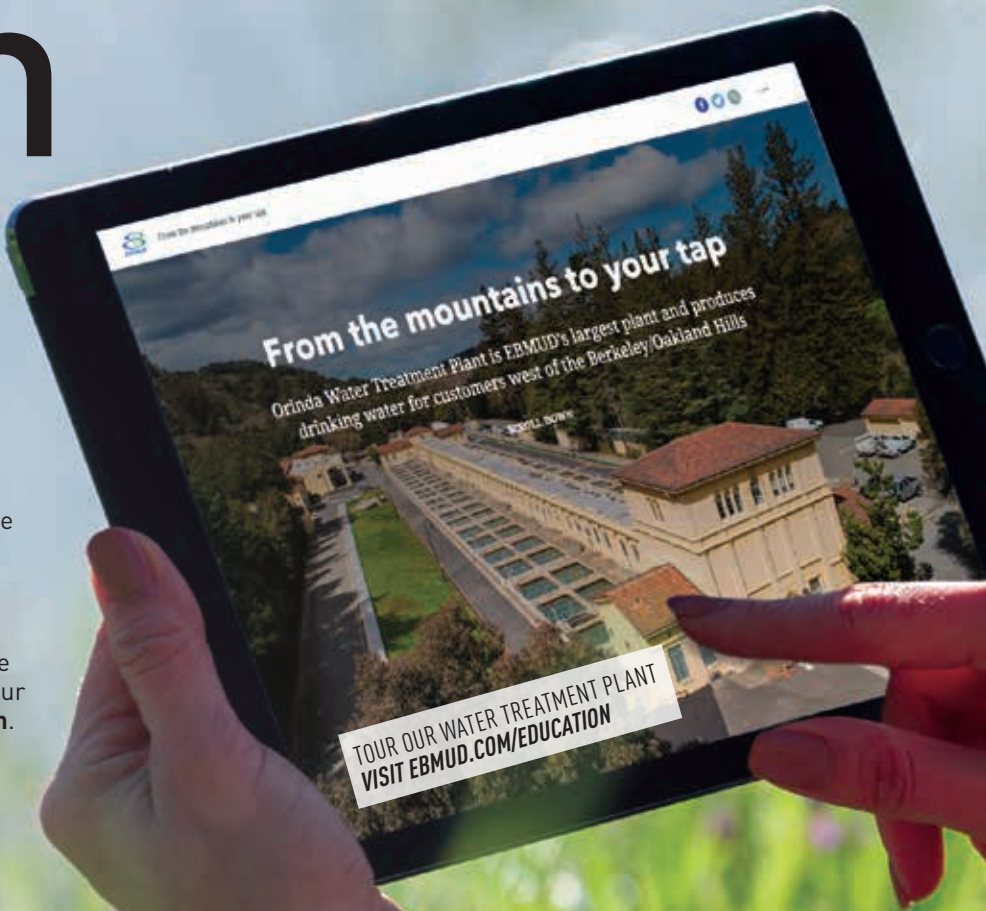
Stay in Touch

(virtually, of course)

We miss you! The days of chatting with customers at community fairs, visiting classrooms, and providing facility tours are on hold for now. Until we can gather again (and we hope to soon), we've developed new ways to stay connected online.

The heart of our system is nestled in Orinda, where our largest water treatment plant is available to tour virtually for the first time at ebmud.com/education. From the comfort of your couch and with a cup of coffee in hand, you can embark on a journey to discover how the water for your java makes its way from the Sierra Nevada to the East Bay where it is treated to the highest standards. Every day, raw water from the Mokelumne River watershed is treated producing more than 1.8 billion glasses of water for our customers.

See first-hand how your rate-dollars are put to work as you learn about every step in the treatment process. In service since 1936, the Orinda plant recently underwent a \$22 million upgrade to ensure even greater reliability. We lovingly call this treatment plant "a work horse" and after taking this tour, we're confident you'll see why.



Cyber Hikes

Check out our favorite East Bay hikes and e-trail maps at EBMUD.COM/EASTBAYTRAILS.



Wastewater on the web

Virtual wastewater treatment plant tours are available for schools and other groups. Sign up at EBMUD.COM/WWTP-TOURS.



Yoo-hoo! Can we talk?

Our resolution is to expand the way EBMUD communicates with you. If you're interested in receiving information from EBMUD, please update your contact information.

- Visit ebmud.com and click on "Sign in" with your EBMUD ID (email address) and password.
- Click *Manage Your Account* and you will be directed to update your contact information.
- If you haven't registered for an EBMUD ID, have your 11-digit account number handy and go to EBMUD.COM/ACCOUNTSETUP.



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EBMUD Mission Statement

To manage the natural resources with which the District is entrusted; to provide reliable, high-quality water and wastewater services at fair and reasonable rates for the people of the East Bay; and to preserve and protect the environment for future generations.

Connect with us:



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